

# Notice of References Cited

Application No.

09/456,166

Applicant(s)

Villena et al

Examiner

Blount

Group Art Unit

2661

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## U.S. PATENT DOCUMENTS

*	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS
A	6005920	12/21/99	Fuller et al		
B	6389132	5/14/02	Price		
C	6339593	1/15/02	Kikinis		
D	6445784	9/3/02	Uppaluru et al		
E					
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## FOREIGN PATENT DOCUMENTS

*	DOCUMENT NO.	DATE	COUNTRY	NAME	CLASS	SUBCLASS
N						
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S						
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## NON-PATENT DOCUMENTS

*	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
U	Jackie Taylor, "CONTACT center Professional 4", "call center", 6/05/01, <a href="http://www.callcentermagazine.com/article">www.callcentermagazine.com/article</a>	6/05/01
V	"Unified communications Alert" <a href="http://www.ualert.com/2001">www.ualert.com/2001</a> "CELLIT Sells it whole; one stop vs. open-54.Stems Shopping"	unknown
W	"Customer interaction management solutions for the new economy" <a href="http://www.Amvia.com/contact-center">www.Amvia.com/contact-center</a>	unknown
X	Lee Hollman, Will communications servers make the PBX extinct? "call center" <a href="http://www.callcentermagazine.com/article">www.callcentermagazine.com/article</a>	11/5/00

\* A copy of this reference is not being furnished with this Office action.  
(See Manual of Patent Examining Procedure, Section 707.05(a).)